



EMERGENCY RESPONSE GUIDE



INTRODUCTION	
ACTIVE SHOOTER, CIVIL DISORDER AND LAW ENFORCEMENT	
MEDICAL EMERGENCIES	
FIRE EMERGENCIES	
BOMB THREAT	
EARTHQUAKE / EXPLOSION	EMERGENCY OPERATIONS CENTER
CPR / AED	
BUILDING EVACUATION	EMERGENCY NUMBERS
EVACUATION MAP	

INTRODUCTION

This emergency response guide is designed for reference during emergencies such as fire, disaster, bomb threat or medical emergency. Keep this guide in a visible location so that it is readily accessible when needed.

Take time to know:

- Your exits and stairwells.
- Where your assigned Assembly Area is.
- The location of the **fire alarm manual pull stations** (normally located near exits).
- Where fire extinguishers, first aid kits and automatic external defibrillator's (AED's) are located.

If an event occurs that threatens the safety of staff of this office or visitors, **dial 9-1-1**. Do not assume you can handle situations on your own.

As a city employee it is important for you to be familiar with the information contained in this guide.

The health and safety code provides protection to individuals in section 1799.102 Which states, "no person who in good faith, and not for compensation, renders emergency care at the scene of an emergency shall be liable for any civil damages resulting from any act or omission...". This is also referred to as the "Good Samaritan" law.

INTRODUCTION

ACTIVE SHOOTER

HOW TO RESPOND when an active shooter is in your vicinity. Quickly determine the most reasonable way to protect your life.

RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible



HIDE

- Hide in an area out of the active shooter's view
- Block entry to your hiding place and lock the doors
- Call 9-1-1 when it is safe to do so



FIGHT

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

HOW TO RESPOND AND REACT when law enforcement arrives on the scene

- Remain calm and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid pointing, screaming, or yelling
- Avoid making quick movements towards officers such as attempting to hold onto them for safety
- Do not stop to ask for help or directions when evacuating, just proceed in direction from which officers are entering the premises

INFORMATION TO PROVIDE TO LAW ENFORCEMENT

- Location of the victims and the active shooter
- Number of shooters if more than one
- Number and type of weapons held by the shooter(s)



Civil Disorder

Report any acts of civil disorder to the Corona Police Department. If it is an emergency, **dial 9-1-1**. If it is not an urgent matter, contact the Police Department on a business line (see *Emergency Numbers tab*), notify your supervisor of the incident so that Management Services is made aware. It may be necessary to keep employees in the building depending on the circumstances until an all clear is determined. Do not confront or antagonize a disruptive subject or situation.

When reporting:

- Speak slowly and controlled.
- Report your name and title.
- Report the location of problem.
- State nature of problem.
- Provide phone number where you can be reached.

MEDICAL EMERGENCIES

FOR ALL LIFE-THREATENING EMERGENCIES, DIAL 9-1-1.

GIVE THE FOLLOWING INFORMATION:

- Location: Building Address
- Floor and Suite Number
- What is wrong? (Shortness of breath, chest pains, sudden collapse or profuse bleeding, etc.)
- What, if anything, is being done? (First aid, CPR, evacuation, etc.)
- Your Name
- Department Name
- Your Phone Number/Extension
- If necessary have someone meet the firefighter/paramedics at the street; guide them to the emergency site.

FOR CARDIAC EMERGENCIES (HEART ATTACK) SEE CPR /AED TAB.

MEDICAL EMERGENCIES

FIRE EMERGENCIES

Discovering Fire, Smelling Smoke and Activating Fire Alarm

- If a fire is discovered, utilize the nearest **fire alarm manual pull station** to activate the alarm system. This immediately notifies the occupants. The fire department will be notified through an automated system, but it is still necessary to **dial 9-1-1**.
- If you discover a small fire, utilize a fire extinguisher.
- When the alarm sounds, evacuation procedures should begin immediately (see Building Evacuation).
- **Never use an elevator during a fire emergency.** If you are on an elevator that opens on a floor with an active alarm, exit the elevator and use the stairwells.
- Feel the door that leads from your office to the corridor before opening it. If it is hot or smoke is seeping in, do not open. If you become trapped in your office, keep the door closed and put an article of clothing at the bottom of the door to minimize smoke infiltration. Call the fire department for rescue.
- If the door feels cool, open cautiously. Close the door immediately if the hall is smoke filled. If the hall is clear, proceed with evacuation plan.
- If you are caught in smoke or heat, crawl under the smoke where the air quality is better. Take short breaths through your nose until you reach a safe area or exit.
- If you have to call the fire department: know the street address of the building.
- If you are trapped, stay calm. Describe your exact location. Stay on the telephone until the dispatcher tells you to hang up.

FIRE EMERGENCIES

BOMB THREAT

1. When a bomb threat is received by telephone, try to obtain as much detailed information as possible. Stay calm.
2. Do not upset the caller.
3. Write down information as it is given.

Ask:

- When is the bomb going to explode?
 - Where is it located?
 - What size and type of bomb is it?
 - What does the bomb look like?
 - Why was the bomb planted?
 - Where is the caller calling from?
4. Note the time of the call and extension it was received on, and any caller ID information.
 5. Make a note of the caller's voice, accent, temperament, male or female, background noises, etc.
 6. Notify the Police Department and your supervisor immediately. They will determine if evacuation is necessary.
 7. Do not use radios, hands free devices, cell phones within 300 feet of target location; these can cause a bomb to detonate.

BOMB THREAT

Earthquake

- Stay in the building. Watch for falling debris. Stay away from windows and mirrors.
- Crawl under a table or desk, **duck, cover** and **hold-on**, or sit or stand against an inside wall and away from windows.
- If outside, stay in the open, away from buildings, trees, power lines and overpasses.

After the shaking stops:

- Check for injured people. Do not move seriously injured people unless they are in immediate danger. Provide emergency first aid.
- Request assistance as needed.
- Extinguish small fires
- **If you think the building has been damaged, evacuate** (see Building Evacuation for details). Obtain your disaster backpack, keys, purse in case evacuation time is extended.
- Open doors carefully, watching for objects that may fall.
- Do not use matches or lighters. Watch for fires that may have started.
- Be prepared for additional after-shocks.

Explosion

- If in another area, await specific instructions.
- If explosion is in your area:
 - Clear personnel from immediate danger area.
 - Activate fire alarm system and **dial 9-1-1**.
 - Prepare for evacuation, if necessary.
 - Use telephones for emergencies only.



The purpose of the Emergency Operations Center (EOC) is:

To support and manage large-scale emergencies such as earthquakes, floods, fires, hazardous materials incidents, power outages, public health emergencies, acts of terrorism, civil unrest, and national security emergencies. Some examples would be;

- To manage emergency response activities, coordinate resources, declare local emergencies and request mutual aid, if needed.
- To provide citizens with warning of potential hazards; coordinate and disseminate information to the public; establish emergency evacuation routes; provide emergency care and shelter; and conduct damage assessment.
- To plan for and implement recovery strategies for the community and coordinate disaster assistance to the public.

Evacuation and sheltering of the community as a result of any of these, is a good measure of when an activation of the EOC may occur. The EOC is not an incident command post, but supports incident field operations.

PRIMARY EOC LOCATION

FIRE DEPARTMENT
735 PUBLIC SAFETY WAY

ALTERNATE EOC LOCATION:

CITY HALL / IT TRAINING, 2ND FLOOR
400 SOUTH VICENTIA AVENUE

When the EOC is activated, a Call Center or Message Center will handle all incoming phone calls from the public related to the event. The Message Center is located in the EOC and will utilize designated phone numbers for this purpose. If the City phone system is operational (951) 817-5800 will be used, if analog lines (non-digital) are necessary then (951) 270-2707 will be utilized.

CPR

Hands-only CPR, performed by a bystander has been shown to be as effective as “conventional” CPR in emergencies that occur at home, work or in public. **CPR is for Cardiac Arrest or pulseless victims.** There are only two steps to remember:

- 1) **Dial 9-1-1.**
- 2) **Push hard and fast in the center of the chest. At least 100 compressions per minute.**

If trained in conventional CPR then perform C-A-B (Compressions, Airway, Breathing).

The ratio of compressions to breaths is **30:2 for adults, children and infants**, at least 100 compressions per minute.

If you are not confident in your ability to provide CPR that includes breaths with high-quality chest compressions with minimal interruptions, then provide **hands-only CPR**.

In both cases, continue CPR until an AED arrives and is ready for use or EMS providers take over care of the victim.

The American Heart Association recommends conventional CPR with breaths and compressions for infants and children; victims of drowning, drug overdose or other respiratory problems; and adult victims who are found already unconscious and not breathing normally.

Source: American Heart Association 2010 Guidelines.

SEE BACK OF THIS CARD FOR AED LOCATIONS.

AED (Automatic External Defibrillator)

To be used when you have a victim with no pulse.

The AED protocol has seven basic steps:

1. Check unresponsiveness.
2. **Dial 9-1-1** and retrieve the AED (locations on reverse).
3. Open the airway and check for breathing. If there is no breathing or breathing appears abnormal, give two slow breaths.
4. Check for a pulse. If there is no pulse, turn on the AED (follow instructions from within the AED device). A second rescuer should continue CPR until the AED is attached.
5. Attach the AED electrode pads.
6. Analyze the heart rhythm. Make sure no one is touching the victim.
7. Press the “shock” button, if advised. Make sure no one is touching the victim.

➤ ➤ ➤

CITY OF CORONA AED LOCATIONS

City Hall (2)

- First floor lobby corner near women's employee restroom
- Third floor stair landing near Management Services

Department of Water and Power (2)

- First Floor
- Second Floor

Library (1)

- Front Lobby Area

Senior Center (1)

- Area Near Office

Parks and Recreations (3)

- City Gymnasium (Office)
- City Pool (Lifeguard Office)
- Auburndale Recreation Center (Inside near pool area)

Fire Department (1)

- Second floor lobby near the elevator

Police Department (5)

- First floor near women's restroom
- First floor near the training classrooms
- Inside the jail
- Second floor at the top of the stairs
- Shooting range

Animal Services and Shelter (1)

- Employee hallway near supervisors office

Building Evacuation

All occupants of the building will evacuate upon alarm activation or at the direction of city staff. Any building occupant may activate **fire alarm manual pull station** in the event of an emergency situation.

Leave by nearest exit.

If evacuation is necessary, employees will obtain their disaster backpack, purse and car keys (in case evacuation is extended), instruct visitors and leave the building immediately by the nearest exit or as advised. If the exit or stairwell is unsafe, attempt to exit via alternate stairwell. If the alternate is also unsafe, find a safe zone in a stairwell, close the door, remain low to the ground, and attempt to signal emergency personnel via department radio, telephone or visually.

Do not break windows and do not use the elevator.

During the evacuation, employees should walk. Remove high heels if they slow you down, grasp handrails, remain quiet and follow emergency instructions.

Those Requiring Assistance

Assign two employees to evacuate any person requesting assistance. They will assist the individual to the nearest evacuation exit and Assembly Area. If the person is located on the second floor or above, assist them to a stairwell or Assembly Area if possible. The secondary assembly point is the exit stairwell if the monitors are unable to evacuate the person to the Assembly Areas. **At least one employee shall remain with the person requesting assistance as long as they do not compromise**

their own personal safety. Trained responding emergency personnel will evacuate those in the stairwells from the building if necessary.

Assigned floor monitors will sweep their areas to assure all have evacuated and be prepared to report damage if possible.

Department Monitor Will:

- Obtain evacuation materials (handheld radio, employee roster and disaster backpack).
- Inspect work areas to ensure that no personnel remain.
- Assist with special needs and visitors in evacuation.
- Take roll at designated Assembly Area.
- Direct employees to stay together at the Assembly Area until "All Clear" notification.
- Report status to the incident commander on handheld radio or face to face.
- Remain at the Assembly Area, wait for further information and/or the "All Clear" notification from the incident commander or designee.
- Report back to employees about reentry or otherwise.

At the Assembly Area:

Employees will **remain** in the predetermined Assembly Areas until otherwise instructed. The department monitor will take roll and report to the incident commander via department radio or face to face if possible. Management will consider relocating evacuated employees to an alternate location if weather or other conditions dictate.

➤ ➤ ➤

EMERGENCY NUMBERS

Emergency Phone Numbers

Non-Emergency Reference

9-1-1 or 739.4911

736.2330 Ext. 3 or 270.2791

FIRE / POLICE / EMERGENCY MEDICAL SERVICES

FIRE / POLICE / EMERGENCY MEDICAL SERVICES

Animal Control 736.2309 or 736.2330

For after-hours emergencies, all city department can be reached
or notified by calling 736-2330 Ext. 3.

Corona Regional Hospital 737.4343

Corona Norco Unified School District 736.5111

Corona Department of Water and Power 736.2234

Corona Maintenance Services Department 736.2234

Southern California Edison 800.655.4555

The Gas Company 800.427.2200

Cal Trans 909.383.4561

California Highway Patrol 909.428.5400



City of Corona City Hall Evacuation Assembly Areas

- 1 North City Hall - Parking Lot**
Administrative Services
City Attorney
Community Development
Concierge Desk
Human Resources
Information Technologies
Management Services / City Council
Police Department / Family Services
Public Works
Utility Billing

- 2 North City Hall - Command Post at Flag Pole**
City Manager
Assistant City Manager
Department Heads
Safety Division Manager

- 3 South City Hall - Grass Area**
Gymnasium
Recreation Services

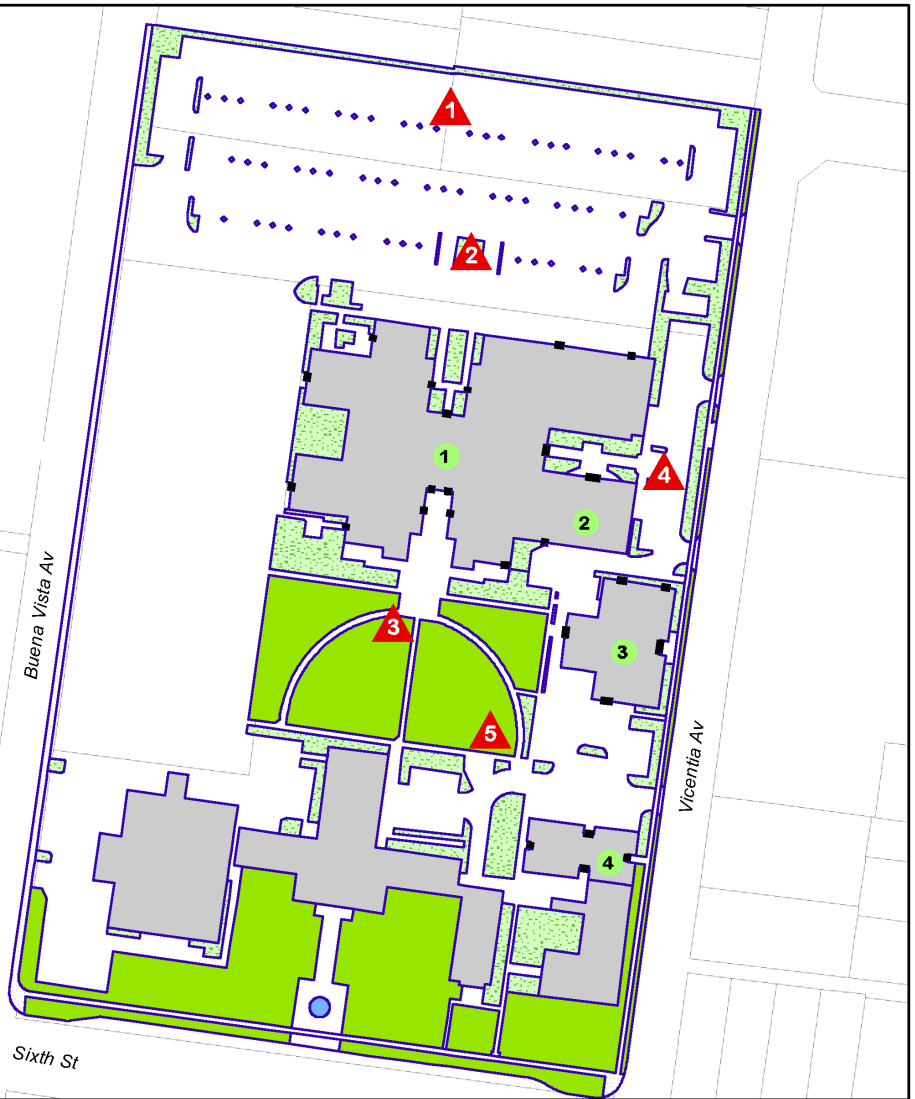
- 4 East City Hall - Parking Lot**
City Clerk / Communications
Council Chambers

- 5 South City Hall - Grass Area**
Gymnasium
Vicentia Activity Center

- 1 City Hall**
2 Council Chambers
3 Gymnasium
4 Vicentia Activity Center

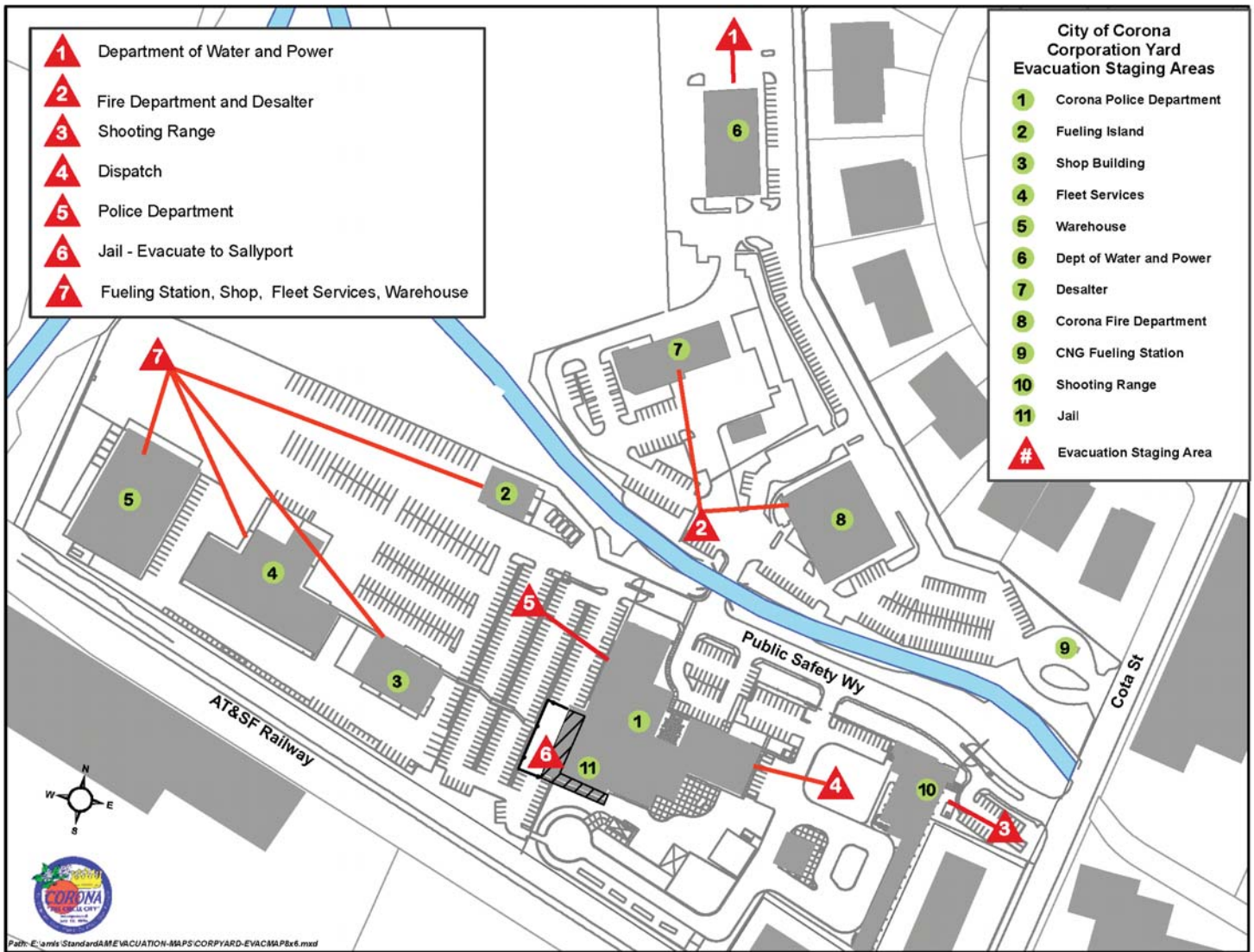


Path: E:\amis\Standard AME VACUATION-MAPS\City Hall\EvacMap.mxd



Revised 01/2016

EVACUATION MAP



Revised 06/2015

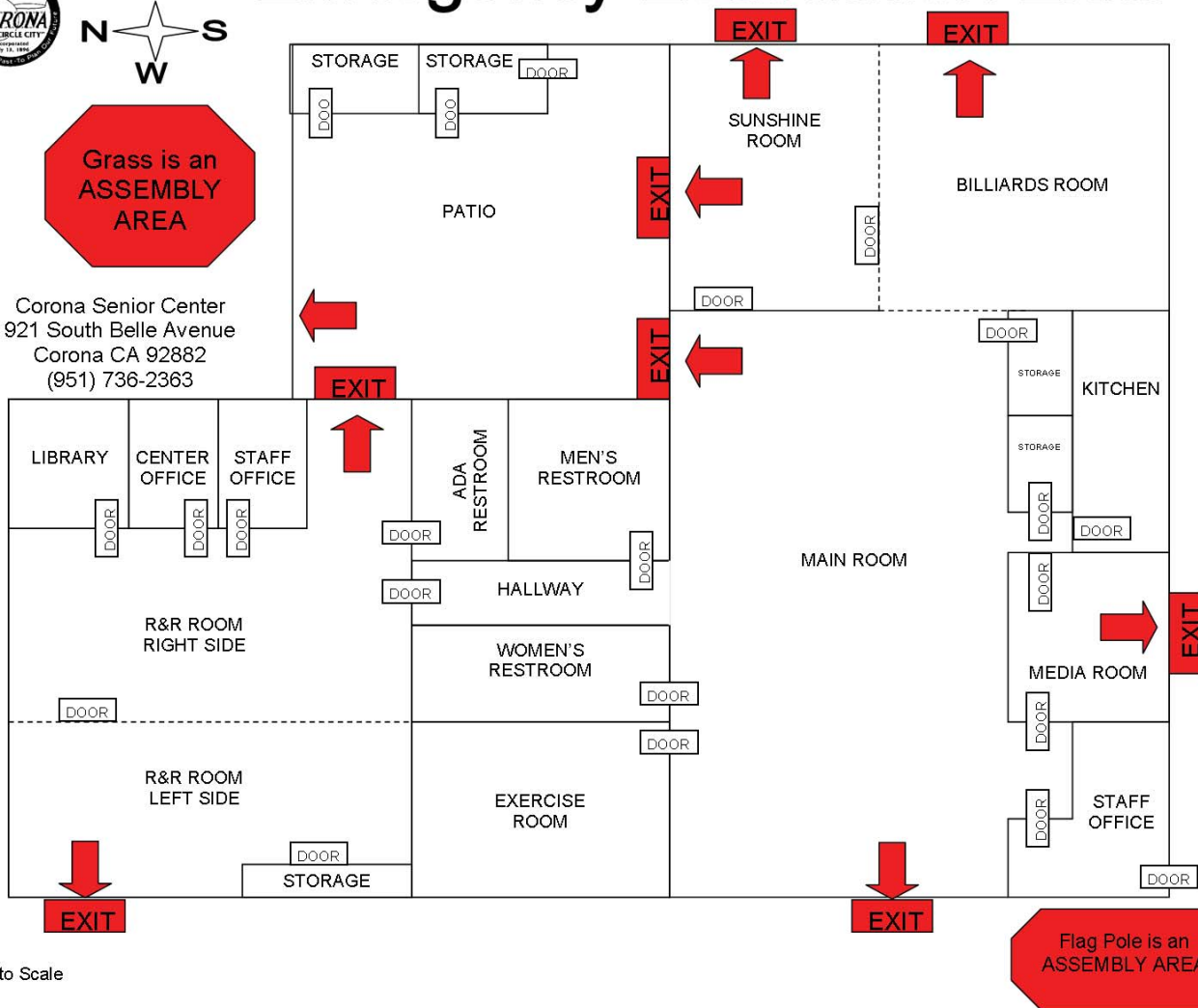
EVACUATION MAP



Emergency Evacuation Exits



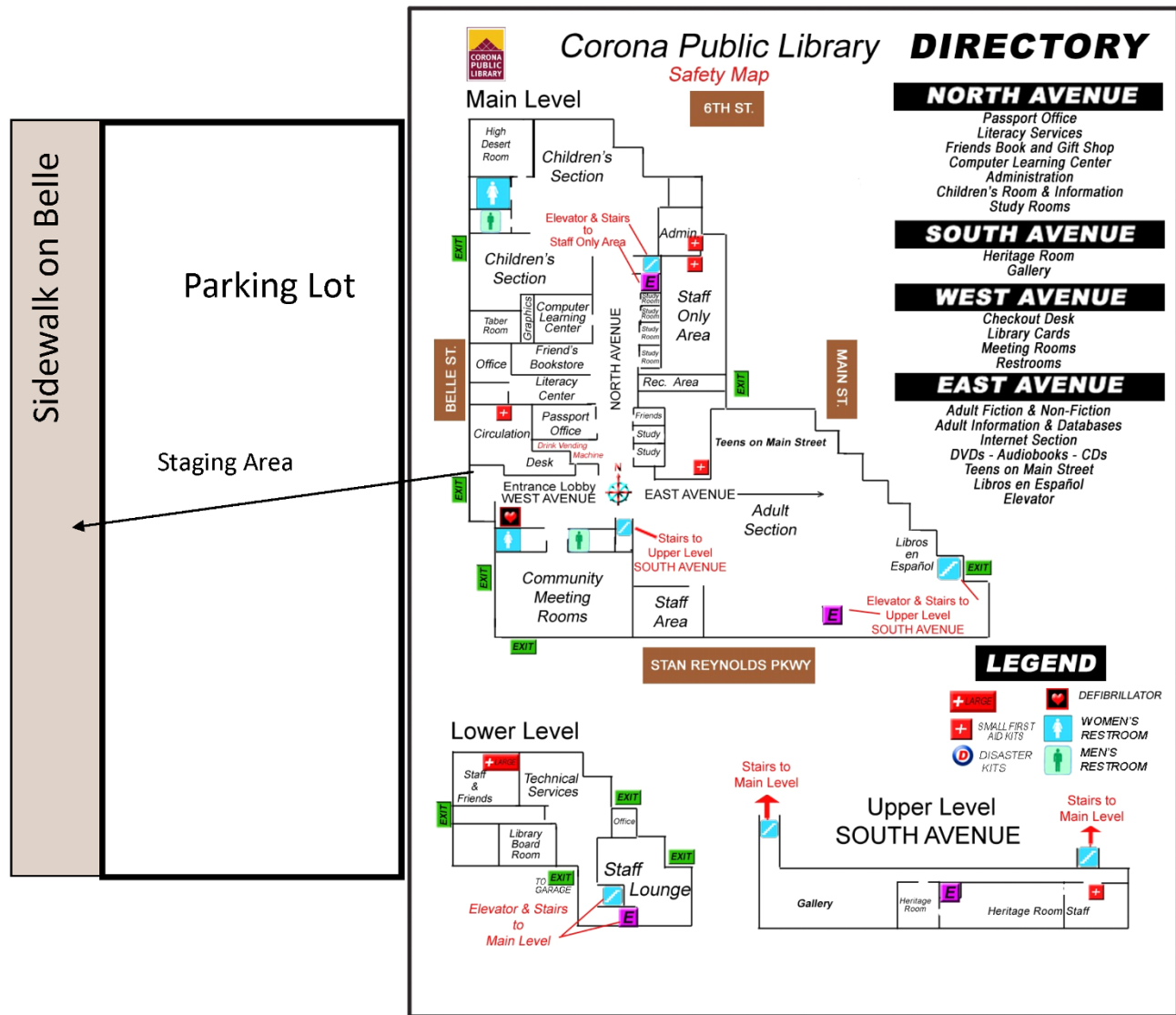
Corona Senior Center
921 South Belle Avenue
Corona CA 92882
(951) 736-2363



**Map Not to Scale

Revised 06/2015

EVACUATION MAP



Rev: 11/28/2011

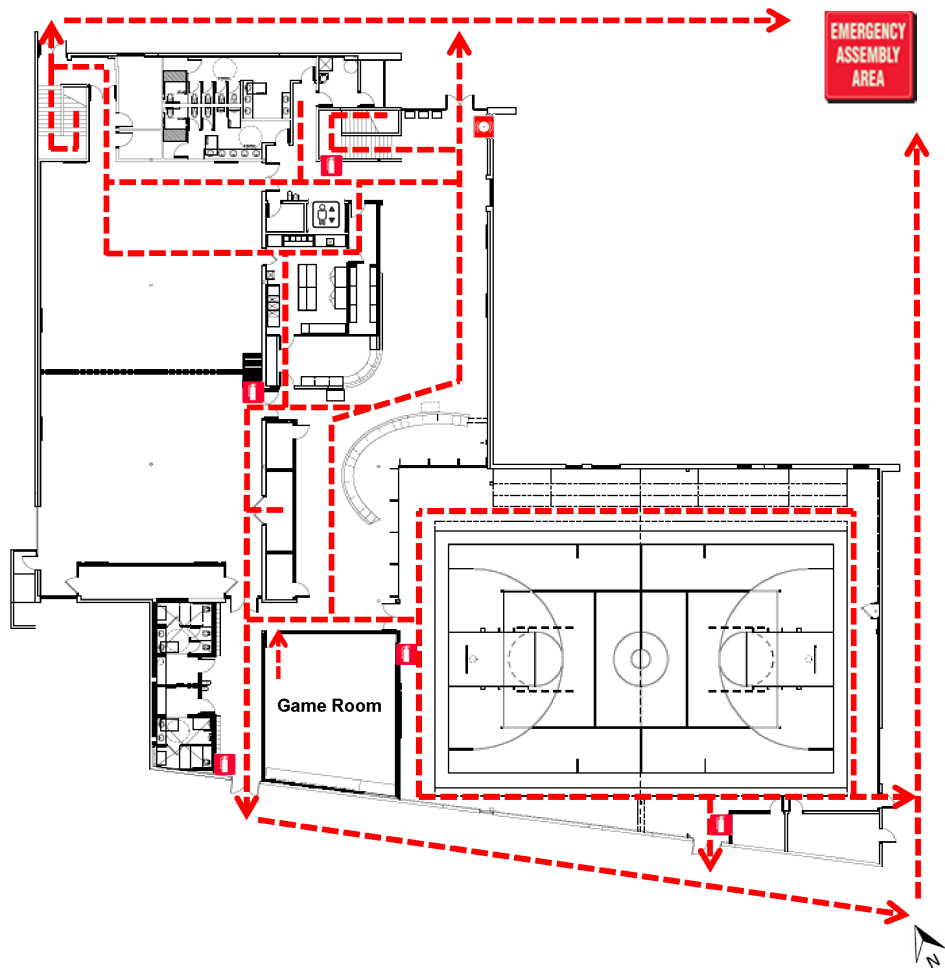
Revised 06/2015

EVACUATION MAP

EVACUATION PLAN

Community Center
365 North Main St.
FLOOR 1

-  EXIT PATH
-  ELEVATOR
-  FIRE EXTINGUISHER
-  FIRE ALARM
-  ASSEMBLY AREA



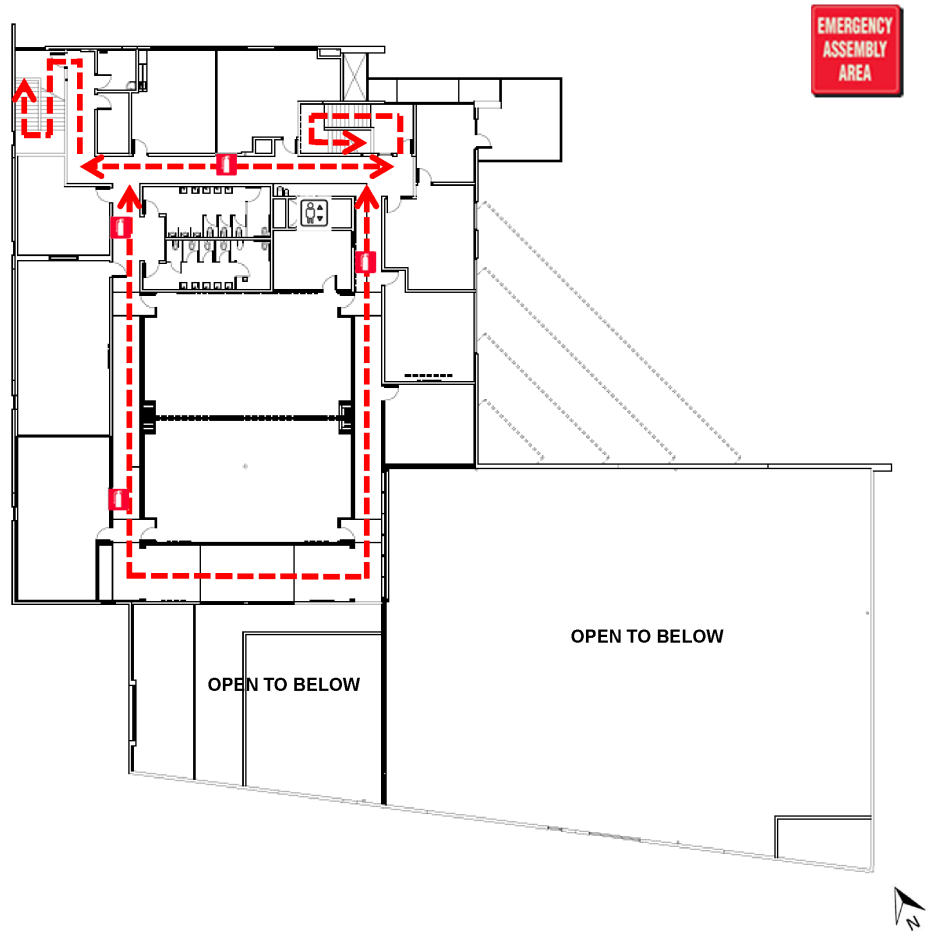
Revised 01/2016

EVACUATION MAP

EVACUATION PLAN

Community Center
365 North Main St.
FLOOR 2

-  EXIT PATH
-  ELEVATOR
-  FIRE EXTINGUISHER
-  FIRE ALARM
-  ASSEMBLY AREA



Revised 01/2016

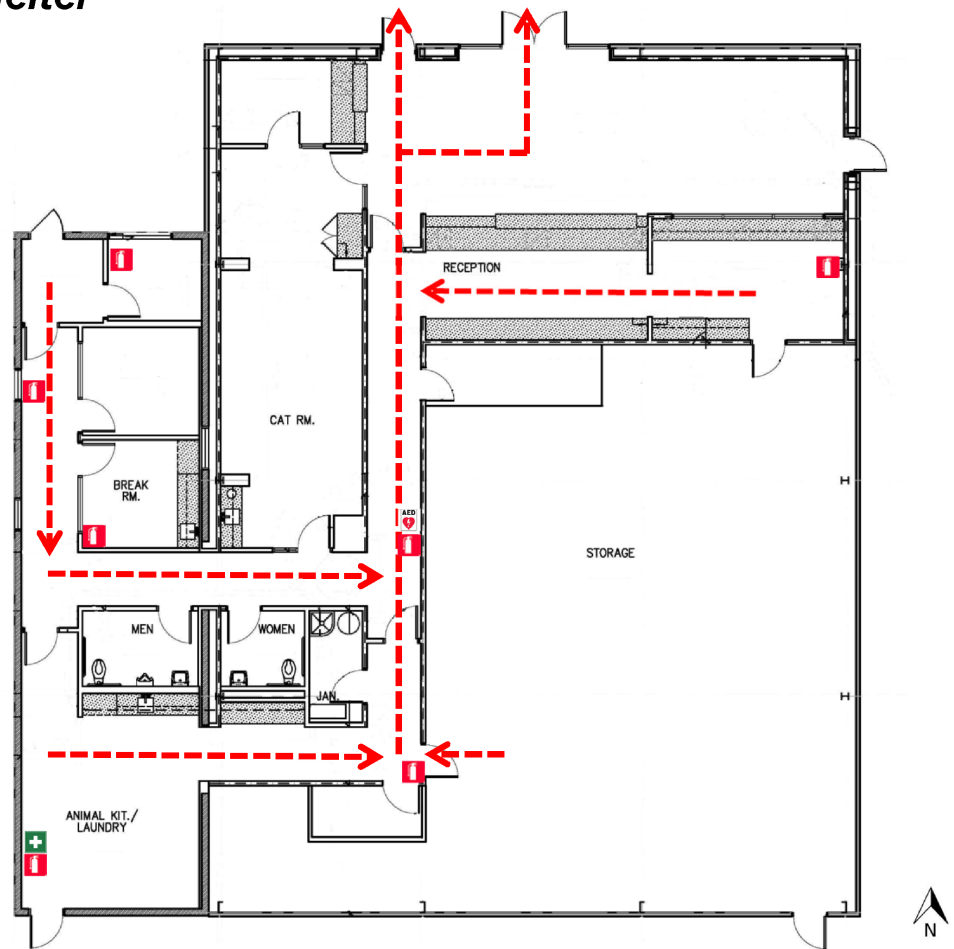
EVACUATION MAP

EVACUATION PLAN

EMERGENCY
ASSEMBLY
AREA

Animal Services and Shelter
330 Magnolia Ave.

-  EXIT PATH
-  FIRE EXTINGUISHER
-  FIRST AID KIT
-  AED
-  ASSEMBLY AREA
At the North end of the parking lot, under the light pole, on the gravel.



Revised 02/2016

EVACUATION MAP



Homeland
Security



Purchased with funds provided by U.S. Department of Homeland Security